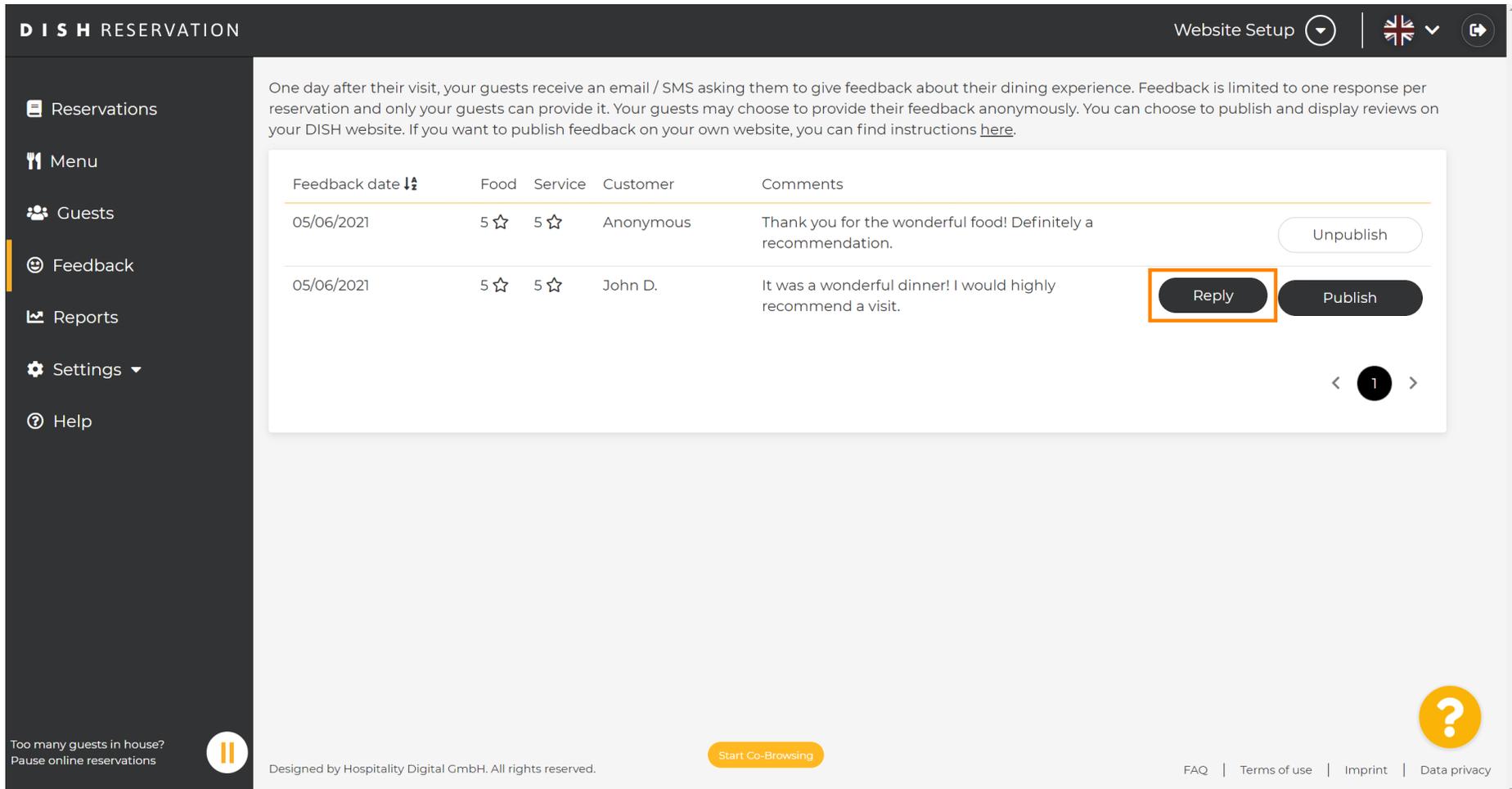


Desde el panel de administración de DISH Reservation, haga clic en **Comentarios** para administrar sus reseñas.

The screenshot displays the DISH Reservation admin interface. On the left, a dark sidebar contains navigation items: Reservations, Menu, Guests, Feedback (highlighted with an orange border), Reports, Settings, and Help. The main content area features a teal banner with the text "Have a walk-in customer? Received a reservation request over phone / email? Don't forget to add it to your reservation book!" and two orange buttons: "WALK-IN" and "ADD RESERVATION". Below this is a date range selector set to "Sat, 05/06/2021 - Sat, 05/06/2021" and a dropdown menu for "All mealtypes". A filter bar shows "All", "Completed", and "Upcoming" (selected) with counts of 0 for each. The main content area is empty, displaying a large circular icon of a person with a magnifying glass and the text "No reservations available". At the bottom, there is a "Print" button, a "Start Co-Browsing" button, and a footer with "Designed by Hospitality Digital GmbH. All rights reserved." and links for "FAQ", "Terms of use", "Imprint", and "Data privacy". A yellow question mark icon is also present in the bottom right corner.

Para escribir un mensaje a su cliente que dejó una reseña, haga clic en **responder**.

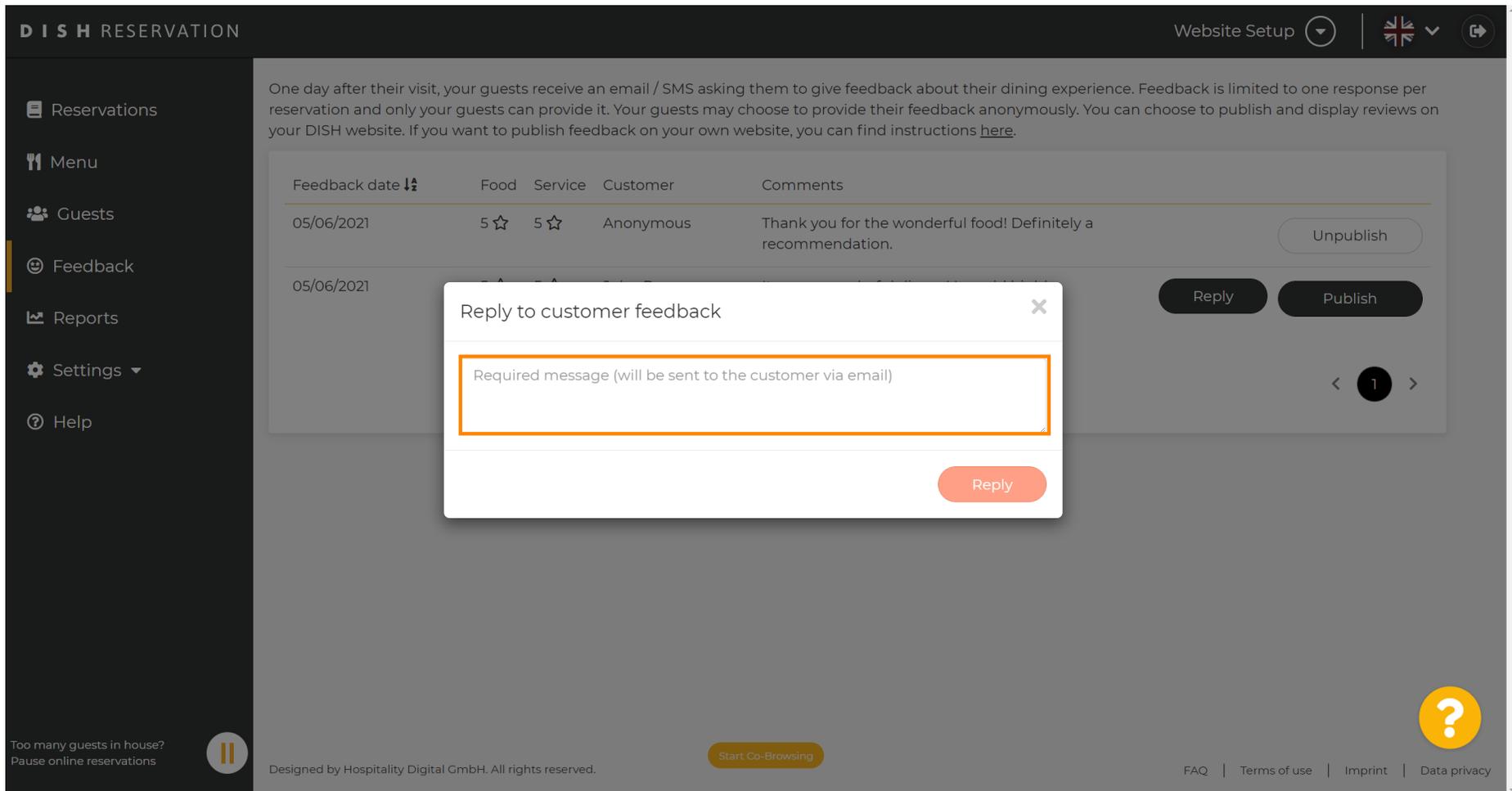


The screenshot displays the DISH RESERVATION management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area features a header with 'Website Setup' and a language selector (UK flag). Below the header is a text block explaining the feedback process. A table lists feedback entries with columns for date, food, service, customer, and comments. The second entry, from 'John D.' on 05/06/2021, has a 'Reply' button highlighted with an orange box. Other buttons include 'Unpublish' and 'Publish'. A pagination control shows '1' of 1 items. At the bottom, there is a 'Start Co-Browsing' button, a help icon, and footer text including 'Designed by Hospitality Digital GmbH. All rights reserved.' and links for 'FAQ', 'Terms of use', 'Imprint', and 'Data privacy'.

| Feedback date ↓↑ | Food | Service | Customer | Comments | |
|------------------|------|---------|-----------|--|---------------|
| 05/06/2021 | 5 ☆ | 5 ☆ | Anonymous | Thank you for the wonderful food! Definitely a recommendation. | Unpublish |
| 05/06/2021 | 5 ☆ | 5 ☆ | John D. | It was a wonderful dinner! I would highly recommend a visit. | Reply Publish |



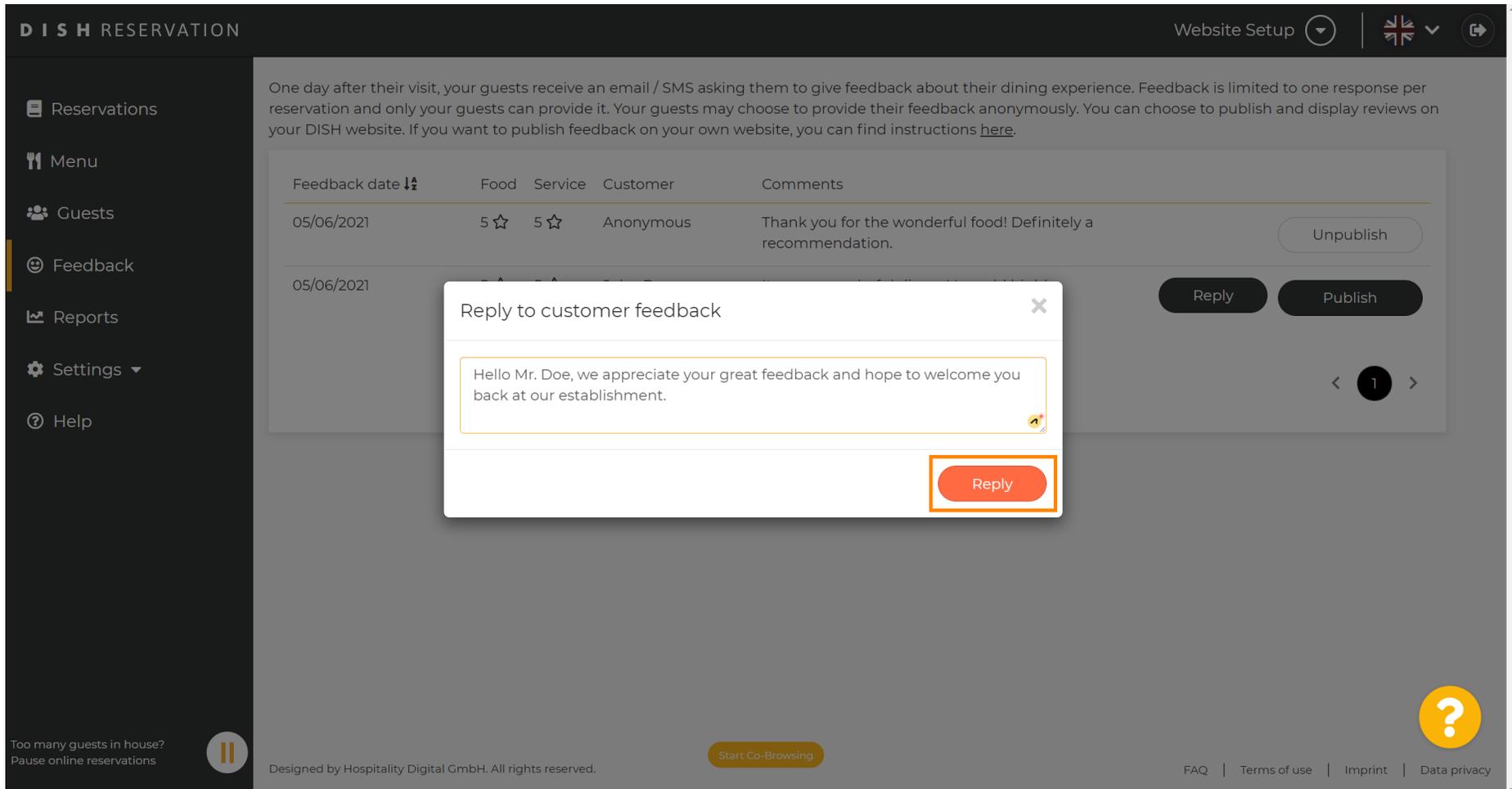
Ahora introduzca el **mensaje** que desea enviar a su cliente. **Nota: El mensaje se enviará por correo electrónico.**



The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area shows a table of customer feedback with columns for Feedback date, Food, Service, Customer, and Comments. A modal window titled "Reply to customer feedback" is open, featuring a text input field with a placeholder "Required message (will be sent to the customer via email)" and a "Reply" button. The background table shows a feedback entry from 05/06/2021 with 5-star ratings for Food and Service, an anonymous customer, and a comment: "Thank you for the wonderful food! Definitely a recommendation." Buttons for "Unpublish", "Reply", and "Publish" are visible next to the feedback entry. The footer contains a "Start Co-Browsing" button, a "Too many guests in house? Pause online reservations" notification, and a "Designed by Hospitality Digital GmbH. All rights reserved." notice. A help icon is in the bottom right corner.



Haga clic en **responder** para enviar el mensaje.



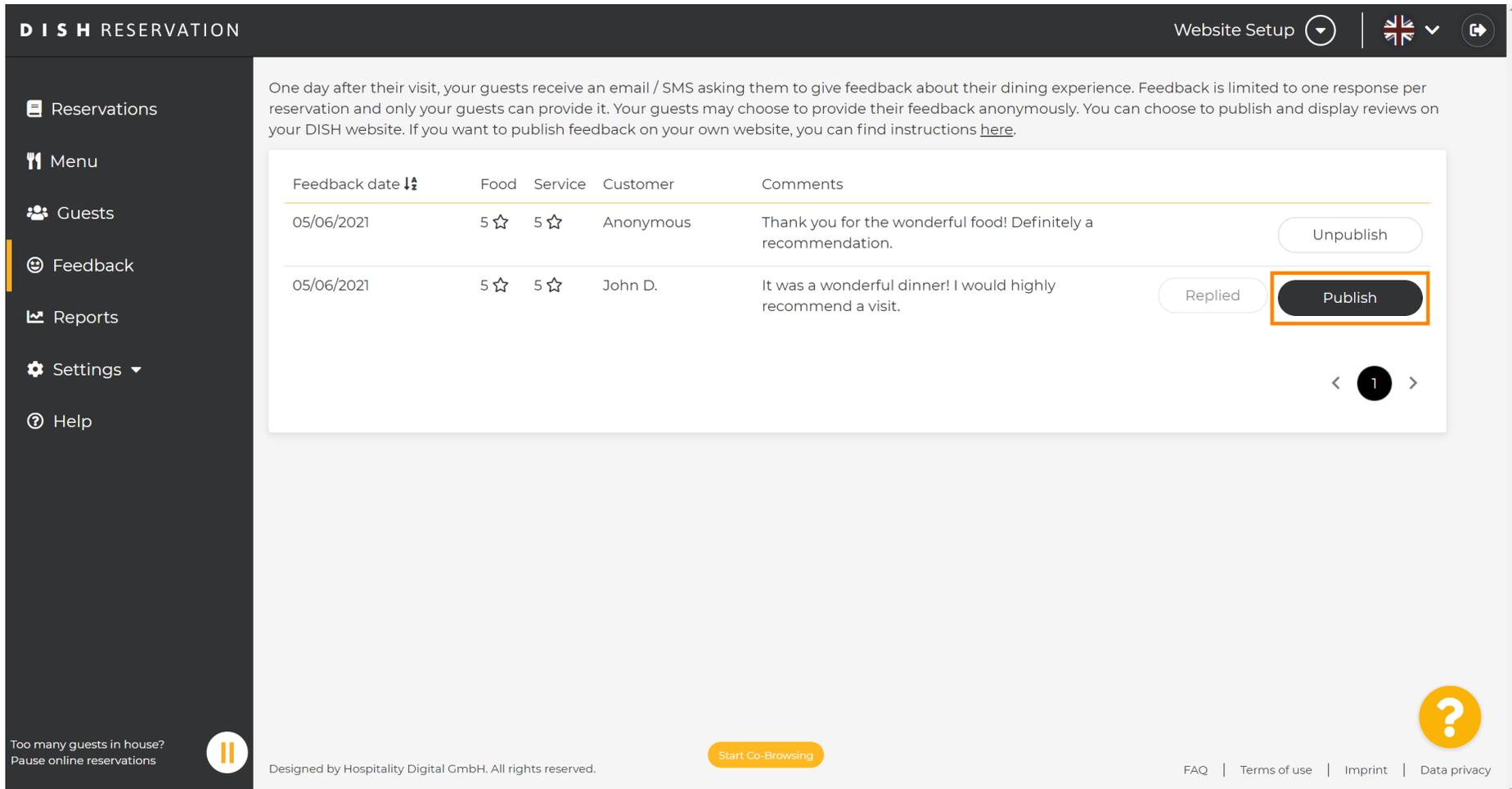
The screenshot displays the DISH Reservation management interface. On the left is a dark sidebar with navigation options: Reservations, Menu, Guests, Feedback, Reports, Settings, and Help. The main content area features a table of customer feedback. A modal window titled 'Reply to customer feedback' is open, showing a text input field with the message: 'Hello Mr. Doe, we appreciate your great feedback and hope to welcome you back at our establishment.' and a red 'Reply' button. The background table has the following data:

| Feedback date | Food | Service | Customer | Comments | Actions |
|---------------|------|---------|-----------|--|---------------|
| 05/06/2021 | 5 ☆ | 5 ☆ | Anonymous | Thank you for the wonderful food! Definitely a recommendation. | Unpublish |
| 05/06/2021 | | | | | Reply Publish |

At the bottom of the interface, there is a status bar with a 'Too many guests in house? Pause online reservations' notification, a 'Start Co-Browsing' button, and footer links for FAQ, Terms of use, Imprint, and Data privacy.



Para publicar comentarios en su sitio web, simplemente haga clic en **Publicar**.



The screenshot shows the DISH RESERVATION dashboard. On the left is a navigation menu with options: Reservations, Menu, Guests, Feedback (highlighted), Reports, Settings, and Help. The main content area displays a table of feedback comments. The first comment is from an anonymous customer with 5 stars for both food and service, dated 05/06/2021, with the text "Thank you for the wonderful food! Definitely a recommendation." and an "Unpublish" button. The second comment is from "John D." with 5 stars for both food and service, dated 05/06/2021, with the text "It was a wonderful dinner! I would highly recommend a visit." and buttons for "Replied" and "Publish" (highlighted with an orange box). Below the table is a pagination control showing "1" between left and right arrows. At the bottom of the dashboard, there is a "Start Co-Browsing" button, a help icon, and footer text: "Designed by Hospitality Digital GmbH. All rights reserved." and "FAQ | Terms of use | Imprint | Data privacy".

| Feedback date ↓↑ | Food | Service | Customer | Comments | |
|------------------|------|---------|-----------|--|-----------------|
| 05/06/2021 | 5 ☆ | 5 ☆ | Anonymous | Thank you for the wonderful food! Definitely a recommendation. | Unpublish |
| 05/06/2021 | 5 ☆ | 5 ☆ | John D. | It was a wonderful dinner! I would highly recommend a visit. | Replied Publish |



Eso es todo. Has completado el tutorial y ahora sabes cómo responder a los comentarios de los clientes.

DISH RESERVATION
Website Setup ⌵ 🇬🇧 ⌵ 🏠

- 📅 Reservations
- 🍴 Menu
- 👥 Guests
- 😊 Feedback
- 📊 Reports
- ⚙️ Settings ⌵
- 🆘 Help

One day after their visit, your guests receive an email / SMS asking them to give feedback about their dining experience. Feedback is limited to one response per reservation and only your guests can provide it. Your guests may choose to provide their feedback anonymously. You can choose to publish and display reviews on your DISH website. If you want to publish feedback on your own website, you can find instructions [here](#).

| Feedback date ⌵ | Food | Service | Customer | Comments | |
|--|------|---------|-----------|--|---|
| 05/06/2021 | 5 ☆ | 5 ☆ | Anonymous | Thank you for the wonderful food! Definitely a recommendation. | Unpublish |
| 05/06/2021 | 5 ☆ | 5 ☆ | John D. | It was a wonderful dinner! I would highly recommend a visit. | Replied Publish |

< 1 >

Too many guests in house?
Pause online reservations

||

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Start Co-Browsing

FAQ | Terms of use | Imprint | Data privacy

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Escanee para ir al reproductor interactivo